

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 11/01/2020

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Total Count
CA Commitment Accounting		34
Configuration	Awaiting Customer	1
Configuration		1
ELM		42
Employee Self Service (ESS)		4
ESS Employee Self-Service		1
HR Human Resources	Acceptance Testing	2
	Assessment	27
	Assigned	116
	Awaiting Customer	33
	In Work	40
	System Test	1
HR Human Resources		219
Interfaces		11
Learn		5
Mgr Self Service (MSS)	Assigned	3
	Awaiting Customer	1
	In Work	2
Mgr Self Service (MSS)		6
MSS Manager Self-Service		1
Not Applicable		1
PeopleTools		6
Performance Mgmt		27
POS Position Control		5
PY Payroll	Assessment	11
	Assigned	79
	Awaiting Customer	30
	In Work	42
	System Test	3
PY Payroll		165
Recruiting		33
Reports		30
Security		28
SPRS HR		1
SPRS Payroll		2
TL Time and Labor		172
Grand Total		794

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Total Count
Acceptance Testing	17
Assessment	58
Assigned	407
Awaiting Customer	105
In Work	186
Pending Prod Approval	6
Rework	5
System Test	10
Grand Total	794

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Total Count
High	CA Commitment Accounting	2
	ELM	1
	Employee Self Service (ESS)	1
	HR Human Resources	21
	Interfaces	1
	Mgr Self Service (MSS)	1
	Performance Mgmt	4
	PY Payroll	26
	Recruiting	2
	Reports	1
	Security	10
	TL Time and Labor	12
High		82
Medium		333
Low		379
Grand Total		794

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Total Count
Acceptance Testing	6
Assessment	8
Assigned	32
Awaiting Customer	2
In Work	25
Pending Prod Approval	2
Rework	1
System Test	4
Grand Total	80

All SRs by Status

(Includes Closed, Completed after 10/01/20)

Status	Total Count
Acceptance Testing	17
Assessment	58
Assigned	407
Awaiting Customer	105
Closed	42
Completed	742
Hold	15
In Work	186
Pending Prod Approval	6
Rework	5
System Test	10
Grand Total	1,593

CAPPS HR/Payroll Trend Report – Service Requests

Oct. 2019 – Oct. 2020

Status	OCT 2019	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT 2020	Totals
Opened	680	652	571	572	589	634	583	474	504	784	640	826	751	8260
Closed	841	547	600	662	583	627	584	475	562	674	520	935	784	8394

